



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

February 2, 2009

Rebecca Campbell, Human Resources Manager  
Pan-Pacific Plumbing Co., Inc.  
17911 Mitchell South  
Irvine, CA 92614

Dear Ms. Campbell:

**RE: Final Monitoring REPORT** for Pan-Pacific Plumbing Co., Inc. (Pan-Pacific) – ET07-0262

<b>Date of the Visit:</b>	01/12/09
<b>Beginning/Ending Time:</b>	2:00 p.m. – 3:00 p.m.
<b>Date of Prior Visit:</b>	07/29/08
<b>Visit Location:</b>	Via Teleconference
<b>Persons in attendance:</b>	Rebecca Campbell, Human Resources Manager, Pan Pacific and Carole Robinson, ETP Contract Analyst.
<b>Action Required:</b>	No

## **CONTRACT INFORMATION:**

<b>Term of Agreement:</b>	02/06/07 – 02/05/09	<b>Agreement Amount:</b>	\$145,152
<b>Training Start Date:</b>	02/08/07	<b>No. to Retain:</b>	
		<b>Job 1:</b>	38
		<b>Job 2:</b>	34
<b>Date Training must be Completed:</b>	11/05/08	<b>Range of Hours:</b>	24 - 200
<b>Type of Trainee:</b>	Retrainee	<b>Weighted Ave. Hours:</b>	112

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ETP (04/15/05)

### **FINAL REPORT SUMMARY:**

- **HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on 05/29/07 and training began on 02/08/07. You reported that all training was completed on 11/05/08, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – 02/05/09.

There were no Modification or Amendment requests initiated by Pan-Pacific during the term of this Agreement.

- **INTERVIEW WITH THE COMPANY REPRESENTATIVE**

You reported no difficulty with administration of this Agreement although you suggested that ETP's Forms and Tracking websites could be more "intuitive" for contractors. You also stated that at first it was difficult to differentiate between Job 1 and Job 2 (SET) criteria for enrollment of trainees. This included remembering to submit ETP 83 certifications for Job 1 trainees but not for Job 2 enrollees and different hourly wage requirements at retention by Job number. Getting company employees who normally work in the field (Foremen) to attend scheduled Class/lab training was also challenging at times although much easier once they attended and knew what to expect in terms of the training topics delivered in each session.

You stated that ETP funded Class/lab training has resulted in several positive changes that have benefited Pan-Pacific. Training in Project Management was cited as especially beneficial in bringing new employees up-to-speed with company practices in how each project is managed in the field. As a result, Project Engineers now work directly with Project Managers which allows greater control and better maintenance of Pan-Pacific's projects. The company is saving revenue by reducing plumbing related error and structural re-work in the field through improved project management functions. Employee communication has also improved and plumbers now complete all company paperwork according to internal protocol.

You informed Ms. Robinson that Pan-Pacific may consider pursuing another ETP Agreement in the future to finish some training that was not delivered as planned and introduce additional training topics.

### **PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

Job Number	Number Started Training	Number Enrolled in Training	Number of Trainees Dropped (following enrollment)	Number of Trainees Completed Minimum Hours	Number of Trainees Completed all Training (in retention)	Number of Trainees Completed Retention
1	51	51	6	45	44	1
2	35	35	3	32	32	0

You reported that 45 retrainees in Job 1 and 32 in Job 2 will complete retention within the term of the Agreement (02/05/09).

- You reported that Pan-Pacific will retain 45 retrainees (118%) of the 38 planned retentions for Job 1, and 32 retrainees (94%) of the planned 34 retentions for Job 2. The aforementioned retrainees have completed a total of 2,084 hours of Class/lab training for Job 1 and 1,535 for Job 2. Based on ETP records, the company will be eligible for a total reimbursement of approximately \$65,142 or (49% of the ETP encumbered funds for Job 1 and 40% for Job 2) if all other conditions of ETP eligibility are met. Current records show that Pan-Pacific received \$36,288 in unearned Progress Payments and \$756 in earned Final Payment for Invoice numbers 1 through 5.
- Pan-Pacific must drop any remaining retrainees who are enrolled but did not complete at least the minimum number of training hours (24) during closeout of the Agreement. Ms. Robinson also informed you that Pan-Pacific must submit a closeout invoice for this agreement no later than 03/05/09.

### **ATTENDANCE ROSTERS:**

Ms. Robinson review faxed class/lab attendance rosters for nine randomly selected retrainees enrolled in Jobs 1 and 2. She compared the rosters to the Agreement's Curriculum and checked to ensure that each roster contained the necessary information required by ETP, under Title 22, California Code of Regulations, 4442. She also compared the information on each roster with the hours entered in Pan-Pacific's ETP On-line tracking records and Invoices numbers 5 and 6 for Enrollment (Progress Payment 1), Completion (Progress Payment 2), and Completion (Final).

Ms. Robinson found that the all Class/lab records reviewed for the nine retrainees contained the necessary information required by ETP and the Class topics matched those contained in the Agreement's Curriculum. The review of the above sample also verified that the hours reported on Pan-Pacific's tracking records matched those contained within the applicable Class/lab Rosters and numbers 5 and 6 for Enrollment (Progress Payment 1), Completion (Progress Payment 2), and Completion (Final).

### **SUBAGREEMENTS:**

During previous visits, you provided copies of invoices for training provided by vendors located in California. All required information regarding these subcontractors has been entered into the 100D in ETP's Online System.

### **AUDIT:**

Pan-Pacific will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

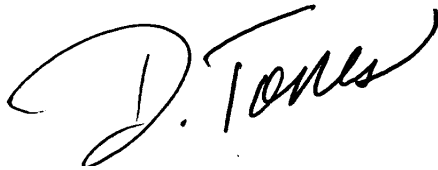
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

**RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information contained in this letter, please contact Carole Robinson at [CRobinson@ETP.ca.gov](mailto:CRobinson@ETP.ca.gov) or (619) 686-4971, within ten (10) working days from the receipt date of this letter.

Sincerely,



Diana Torres, Manager  
San Diego Regional Office



Carole Robinson, Contract Analyst  
San Diego Field Office

cc: Kulbir Mayall, Manager, Fiscal and Certification  
Master File  
Project File

Date report mailed to Contractor 02/03/09